

EMPLOYMENT PROGRAM MANAGER I

PROMOTIONAL EXAMINATION

CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL PROMOTIONAL FOR

EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD)

POSITIONS EXIST

Positions exist statewide with the Workforce Services and Unemployment Insurance Branches.

POSITION DESCRIPTION

Workforce Services Branch – An Employment Program Manager I (EPM I) is the first supervisory level responsible for leading and coaching professional staff in administering the Workforce Services programs at various service points such as One-Stop Career Centers or other EDD sites. The EPM I supervises professional staff in one or more program units in an automated environment. In addition, incumbents may supervise support staff.

Unemployment Insurance Branch – An EPM I is the first supervisory level responsible for leading and coaching professional staff in a centralized Unemployment Insurance (UI) center. The EPM I provides leadership to professional staff in one or more program units administering UI activities in an automated environment. In addition, incumbents may supervise support staff.

SALARY RANGE

\$4402 - \$5350 per month

EXAMINATION DATES

Final Filing Date: **Friday, April 17, 2009**

Anticipated Written Test Date: Saturday, June 6, 2009 and/or June 13, 2009

FILING INSTRUCTIONS

All Examination Applications (STD 678) sent by mail, must be **POSTMARKED** no later than the final filing date in order to be considered for the examination. Applications not sent through the U.S. Postal Service (i.e., hand carried to the Human Resource Services Division) must be **RECEIVED BY 5:00 P.M. ON THE FINAL FILING DATE**. Use of EDD metered mail, interoffice mail (e.g., red or gold bag), and faxed applications are prohibited. Submit applications directly to:

MAILING ADDRESS:

Employment Development Department
Human Resource Services Div, MIC 54
Attention: EPM I Exam
P.O. Box 826880
Sacramento, CA 94280-0001

FILE IN PERSON ADDRESS:

Employment Development Department
Human Resource Services Division
Attention: EPM I Exam
751 N Street, 6th Floor Solar Building
Sacramento, CA 95814

DO NOT SUBMIT APPLICATIONS TO THE STATE PERSONNEL BOARD

NOTE: All applications must include "from" and "to" dates (month/day/year), time base, civil service class titles, and range. ("**Range**" is applicable to this examination; therefore, applications must reflect the breakdown of "from" and "to" dates for time spent in each range.) Applications received without this information may be rejected because of incomplete information.

SEE PAGE 2 FOR ADDITIONAL INFORMATION

**REASONABLE
ACCOMMODATIONS**

If you need an accessible test location, an interpreter, or other special testing arrangements because of a disabling condition or your religious beliefs, please complete question 2 and/or 3 on page 1 of the Examination Application (STD 678). You will be contacted and necessary arrangements will be made.

COMPETITION LIMITED TO

- Employees who have a permanent civil service appointment with the Employment Development Department by the written test date; or
- Current or former employees of the Legislature with two or more years as defined in Government Code 18990; or
- Current or former non-elected exempt employees of the Executive Branch with two or more consecutive years as defined by Government Code 18992; or
- Persons retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

**ELIGIBLE LIST
INFORMATION**

A departmental promotional eligible list will be established for the EDD. Eligibility expires 12 months after it is established unless the needs of the services and conditions of list warrant a change in this period.

**REQUIREMENTS
FOR ADMITTANCE
TO THE EXAMINATION**

Note: All applicants must meet the education and/or experience requirements for this examination **by the written test date, June 6, 2009.**

Qualifying experience may be combined on a proportionate basis if the requirements stated below include more than one pattern and are distinguished as "Either I" "Or II". For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to an examination as meeting 100% of the overall experience requirements.

***Minimum
Qualifications*****EITHER I**

Two years of full-time equivalent experience in the California state service performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I; Employment Program Supervisor II; Employment Development Specialist I, Range B; or Employment Development Specialist II. (Candidates who are within six months of completing the required experience will be admitted to the examination, however, they must complete the required experience before being considered eligible for appointment.)

OR II

Five years of administrative or management experience in the fields of personnel or placement services, human resources, or employment and training. Three years of the required experience must have been in a supervisory or managerial capacity.

(Experience in the California state service applied toward this requirement must include at least two years of full-time equivalent experience performing the duties of an Employment Program Representative, Range C, or one year of experience as an Employment Program Supervisor I or Employment Development Specialist I.)

**DESIRABLE
REQUIREMENTS**

Experience in EDD supervising professional or technical staff.

**EXAMINATION
INFORMATION**

This examination will consist of a written test weighted 100%. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained. The contents of the written exam will be based upon the SCOPE.

WRITTEN TEST ONLY - WEIGHTED 100%

Candidates will be required to complete a written test consisting of multiple choice Reading Comprehension and Situational Judgment questions.

CANDIDATES WHO DO NOT APPEAR ON THE DATE AND/OR TIME OF THEIR SCHEDULED WRITTEN TEST WILL BE DISQUALIFIED FROM THE EXAMINATION PROCESS.

It is candidate's responsibility to contact the EDD, Human Resource Services Division THREE DAYS PRIOR TO THE WRITTEN TEST DATE OF JUNE 6, 2009 if he/she has not received his/her notice to appear for the written exam.

**SCOPE OF THE
EXAMINATION****A. KNOWLEDGE OF:**

1. EDD's mission, values, management philosophy, and internal and external customer service needs.
2. Principles and practices of public administration, including office management, fiscal controls, and staffing.
3. Vertical/lateral communication and non-confrontational problem resolution.
4. Economic development principles.
5. State and Federal funding mechanisms.
6. Automated systems and their applications as they relate to EDD's programs and services.
7. EDD's support systems, including business services, fiscal, personnel, legislative liaison, marketing, and labor market information.
8. State, local, and departmental procedures and methods to ensure a healthy work environment, equipment safety, and emergency services.
9. Community demographics, special customer group needs, and employer and labor market needs and trends.
10. Community-based organizations and the services they extend.
11. Job training programs and role of the Local Workforce Investment Act Operator.
12. Provisions of the California Unemployment Insurance Code and Federal and departmental regulations.
13. Political and economic trends as they relate to EDD's services.
14. Principles and practices of personnel management including equal employment opportunity, employer-employee relations, active listening, team building, staff empowerment, and staff training and development; coaching techniques.
15. The Department's Equal Employment Opportunity (EEO) program objectives, a leader's role in the EEO program, and the processes available to meet the EEO objectives.

**SCOPE OF THE
EXAMINATION (Continued)****B. ABILITY TO:**

1. Formulate, implement, and evaluate multiple programs and reason logically in measuring and improving EDD's services.
2. Apply innovation, leadership, and vision to EDD's programs and engender involvement and empowerment in implementing of EDD's mission, values, management philosophy, and customer services.
3. Participate in community education and concerns relating to employment problems and EDD's programs.
4. Establish EDD in the community as a service provider, labor exchange, and economic development resource.
5. Foster and maintain effective working relationships with both internal and external customers.
6. Build an atmosphere for professional open communication, fair and equal treatment, and non-confrontational problem solving in regards to performance, operational, and administrative situations.
7. Treat others with respect and dignity and apply common sense and good judgment in all management practices.
8. Gather and analyze data.
9. Make decisions and accept accountability.
10. Communicate effectively.
11. Plan, organize, and direct the work of others.
12. Create a work environment and methods for staff to develop skills and career opportunities.
13. Implement equal employment opportunity policies.
14. Fulfill management responsibilities under the Ralph C. Dills Act (State Employer/Employee Relations).

**INQUIRIES ABOUT
THIS EXAMINATION**

The EDD encourages all potential applicants to read this entire bulletin. All inquiries about this examination should be directed to either:

Jenna Mann, Exam Analyst
(916) 654-6758
Jenna.Mann@edd.ca.gov

Vanessa Gonzalez, Exam Technician
(916) 654-9131
Vanessa.Gonzalez@edd.ca.gov .

In addition, please refer to page 5 of this bulletin for additional examination information.

GENERAL INFORMATION

THE EMPLOYMENT DEVELOPMENT DEPARTMENT (EDD) reserves the right to revise the examination plan to better meet the needs of the service if the circumstances change under which this examination was planned. Such revision will be in accordance with civil service laws and rules and all candidates will be notified.

IT IS THE CANDIDATE'S RESPONSIBILITY to contact the EDD, Human Resource Services Division, (916) 654-9131, three weeks after filing his/her application if he/she has not received a Receipt of Application notice and/or **THREE DAYS PRIOR TO THE WRITTEN TEST DATE JUNE 6, 2009** if he/she has not received his/her notice to appear for the written exam. If a candidate's notice of testing fails to reach him/her prior to the day of the test due to a verified postal error, he/she will be rescheduled upon written request.

EXAMINATION APPLICATIONS (STD 678) are available at local offices of the Employment Development Department, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

If you meet the requirements stated on this bulletin you may take this examination, which is competitive. Possession of the entrance requirement(s) does not ensure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the other candidates who take this test, and all candidates who pass will be ranked according to their scores.

EXAMINATION LOCATIONS: When the examination is a written test, it will be given in such places as the number of candidates and conditions warrant. Ordinarily, they are scheduled in the following areas: Sacramento, San Francisco, and Los Angeles. However, locations of test sites may be limited or extended as conditions warrant.

GENERAL QUALIFICATIONS: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment and ability to work cooperatively with others, and a state of health consistent with the ability to perform the assigned duties of the class.

ELIGIBLE LISTS: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) servicewide promotional, 5) departmental open, 6) open eligible list. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged into the appropriate eligible lists in order of final test scores regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

PROMOTIONAL EXAMINATIONS ONLY: Veterans Preference Points are not granted in promotional examinations. Competition is limited to those applicants who meet one of the criteria listed on page 2 of this bulletin. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examination. These rules may be reviewed at the EDD's Human Resource Services Division, at the State Personnel Board, and on the Internet at www.spb.ca.gov.

EMPLOYMENT DEVELOPMENT DEPARTMENT
Human Resource Services Division, MIC 54
P.O. Box 826880
Sacramento, CA 94280-0001
Telephone/Exam Hotline: (916) 654-6869
Web site: www.edd.ca.gov

California Relay Service for Hearing Impaired:
From TDD Phone: (800) 735-2929
From Voice Phone: (800) 735-2922

TDD is a Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.